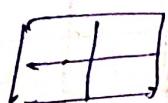


Sol:- Step 1:- To check w

Assignment

Unit = 5



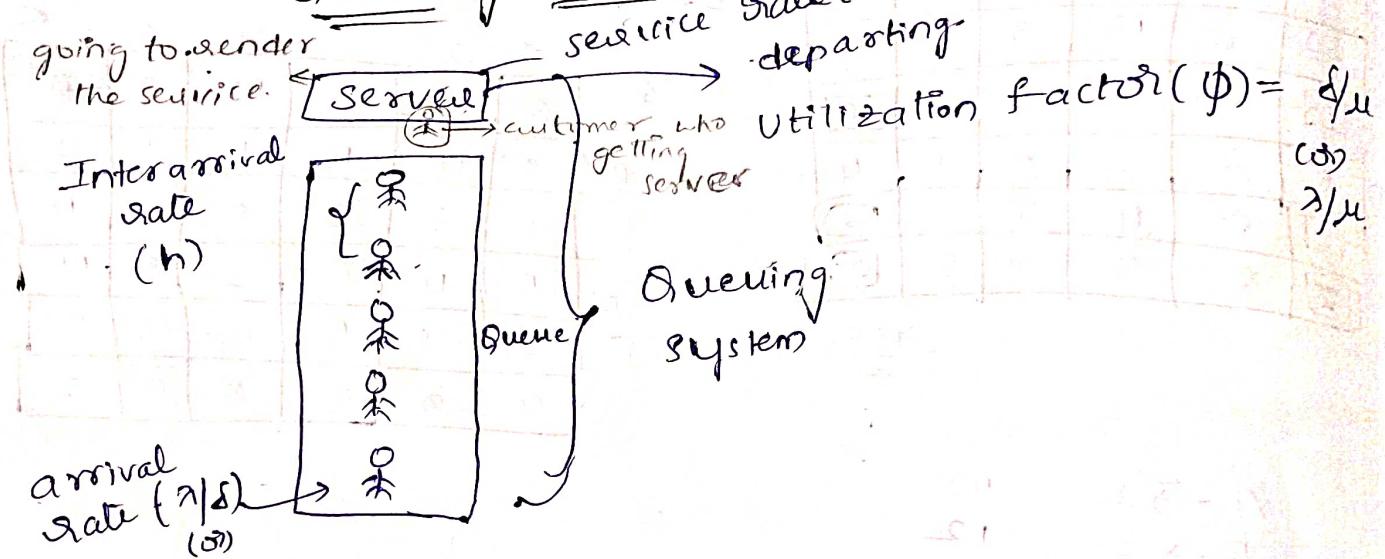
In assignment problem  $m \times m$   
 $m$  assignments

Transportation

$m + (n-1)$  Es

\* To solve this assignment problems by using transportation  
we need  $n-1$  Es.

### Queuing Model



$\lambda = 55$ , customers are in Queue.

$\mu = 30$  customers in hr

### Inefficient System?

If the service rate is  $\lambda <$  the arrival rate:

$$\mu < \lambda$$

Some customers are left over in that hour

\* For any efficient system  $\phi$  value should be  $< 1$   
means  $\mu > \lambda$

\*  $\phi$  is an utilization factor

Interarrival Rate:

\* Always inter arrival rate is very small

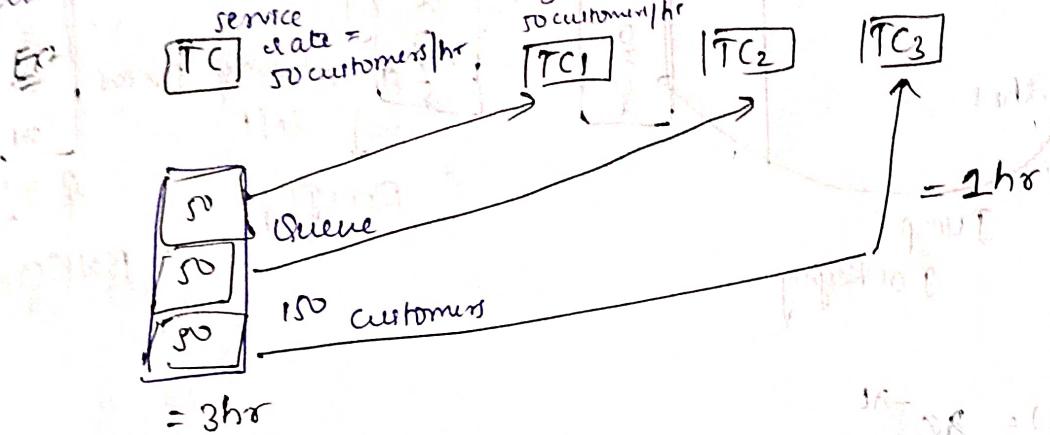
\* The distribution is exponential (because arrivals are completely random)

$$f(t) = \lambda e^{-\lambda t}$$

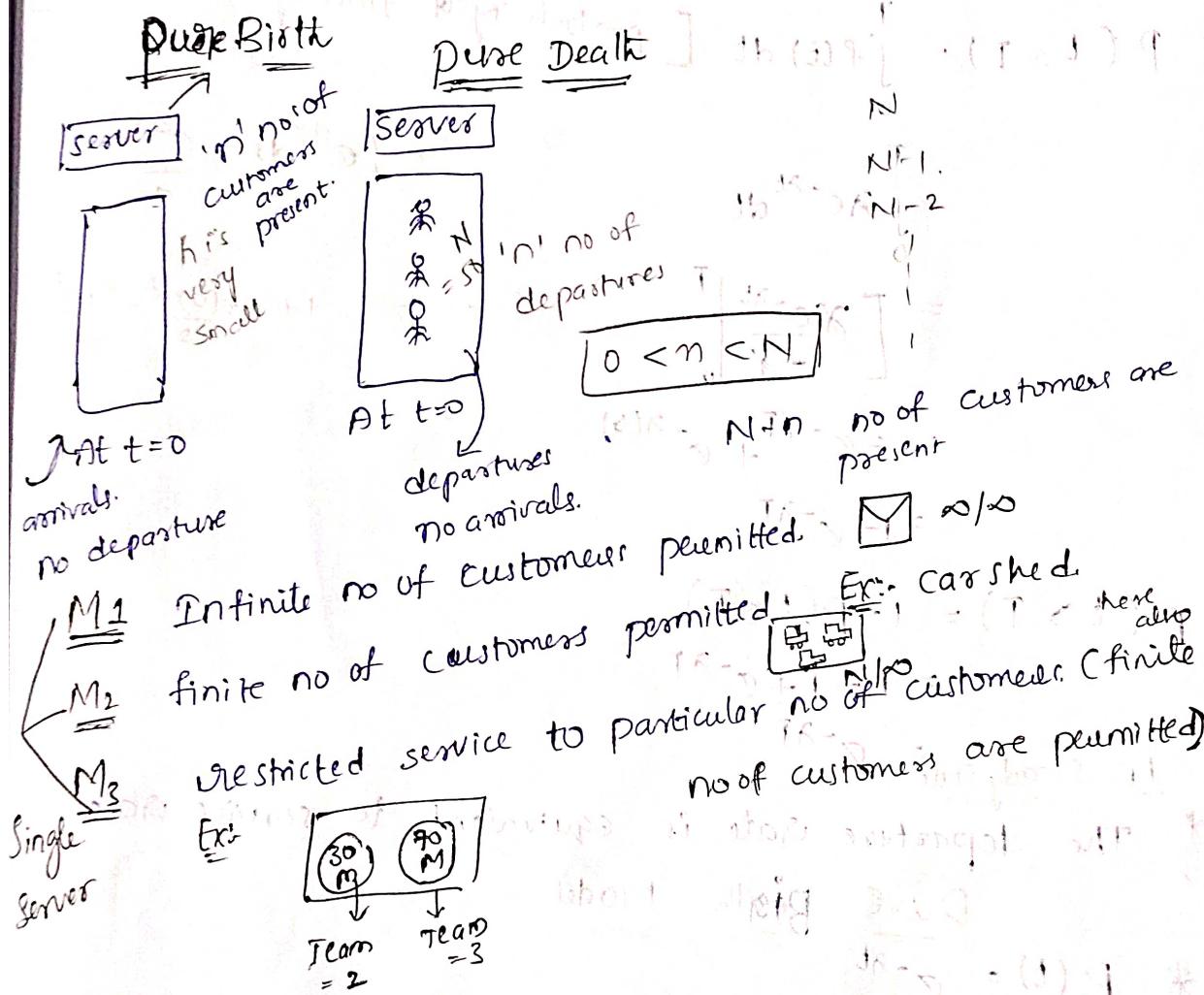
Departing Rate = Service Rate

because only after getting service the customer will depart.

\* As no of servers increases the waiting time of the customer will decreases. (Operating cost also increases)



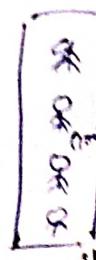
- Two models of Queuing System.



service rate  
+ 50 customers/hr

Single

Server



8 hrs.

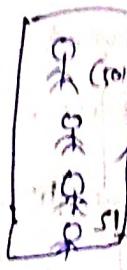
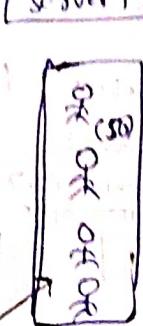
Jump  
Jockeying

Multiple Servers

μ = 50 customers/hr

μ = 50 customers/hr

Server 1



50

already  
lost

Reneging



Balking

$$* f(t) = \lambda e^{-\lambda t}$$

$\lambda$  is arrival rate.

Probability of finding no of customers

$$P(t \leq T) = \int_0^T f(t) dt$$

$$= \int_0^T \lambda e^{-\lambda t} dt$$

$$= \left[ \frac{\lambda e^{-\lambda t}}{-\lambda} \right]_0^T$$

$$= -e^{-\lambda T} + e^{-\lambda(0)}$$

$$= 1 - e^{-\lambda T}$$

$$P(t > T) = 1 - P(t \leq T)$$

$$= 1 - 1 + e^{-\lambda T}$$

$$= e^{-\lambda T}$$

In steady state  $= \lambda^{-1}$

\* The departure rate is equivalent to service rate!

Pure Birth Model

$$* P_0(t) = e^{-\lambda t}$$

$$P_0(h) = e^{-\lambda h}$$

$$= 1 - \lambda h + \frac{(\lambda h)^2}{2!} - \frac{(\lambda h)^3}{3!} + \dots$$

$$= 1 - \lambda b$$

$$P_1(h) = 1 - P_0(h)$$

$$= \lambda h$$

$$P_n(t+h) = P_n(t)(1-\lambda h) + P_{n-1}(t)\lambda h$$

$$P_0(t+h) \approx P_0(t)(1-\lambda h)$$

$$P_n'(t) = \lim_{h \rightarrow 0} \frac{P_n(t+h) - P_n(t)}{h}$$

$$= \frac{P_n(t) - P_n(t+h) + P_n(t+h) - P_n(t)}{h}$$

$$P_0'(t) = \lambda [P_{n-1}(t) - P_n(t)]$$

$$P_0'(t) = -\lambda P_0(t)$$

$$= -\lambda e^{-\lambda t}$$

$$P_0(t) = \lambda t e^{-\lambda t}$$

$$P_n(t) = \frac{(\lambda t)^n e^{-\lambda t}}{n!}$$

### Pure Death Model

$$P_1(t) = e^{-\mu t}$$

$$P_n(t+h) = P_n(t)(1-\mu h) + P_{n+1}(t) \mu h$$

$$P_n'(t) = \lim_{h \rightarrow 0} \frac{P_n(t+h) - P_n(t)}{h} = -\mu h$$

$$P_0'(t) = \mu P_1(t)$$

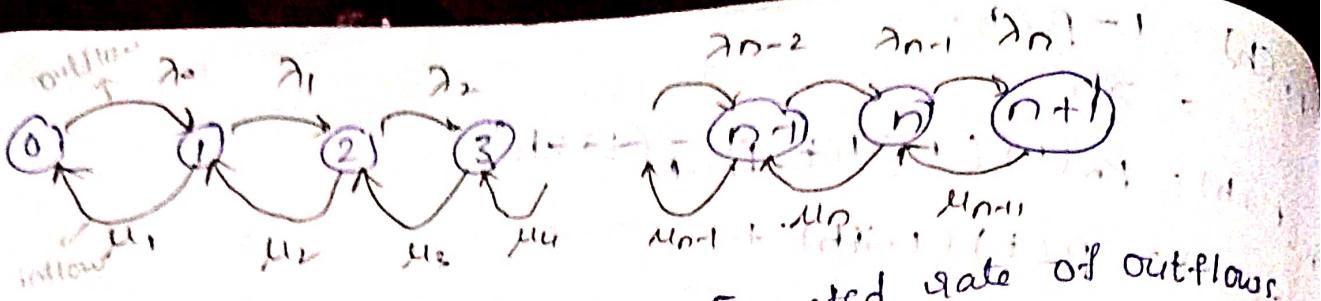
$$P_0(t) = \frac{(\mu t)^n e^{-\mu t}}{(n!)}$$

$\rightarrow$  Poisson

Arrivals & Departures in the real time

\* Combining arrivals & departures in the real time

Queuing System:  $\lambda_n$  = arrival rate,  $\mu_n$  = departure rate,  $P_n$  = probability of having  $n$  no. of customers in steady state system



\* Expected rate of inflows =  $\lambda_0 P_0 + \lambda_1 P_1 + \lambda_2 P_2 + \dots + \lambda_{n-1} P_{n-1}$

State '0':

$$\mu_1 P_1 = \lambda_0 P_0$$

$$P_1 = \left( \frac{\lambda_0}{\mu_1} \right) P_0$$

State '1':

$$\lambda_0 P_0 + \lambda_1 P_1 + \mu_2 P_2 = (\lambda_1 + \mu_1) P_1$$

$$\lambda_0 P_0 + \mu_2 P_2 = (\lambda_1 + \mu_1) \left( \frac{\lambda_0}{\mu_1} \right) P_0$$

$$= \frac{\lambda_1 \lambda_0}{\mu_1} P_0 + \lambda_0 P_0$$

$$P_2 = \left( \frac{\lambda_1 \lambda_0}{\mu_1 \mu_2} \right) P_0$$

State 'n':

$$\lambda_{n-1} P_{n-1} + \mu_{n+1} P_{n+1} = (\lambda_n + \mu_n) P_n$$

$$P_n = P_0 \left( \frac{\lambda_0 \lambda_1 \lambda_2 \dots \lambda_{n-1}}{\mu_1 \mu_2 \mu_3 \dots \mu_n} \right)$$

Kendall's Notation :- According to this, which the various characteristics of a queuing model are identified.

P | Q | R : X | Y | Z

P = no of customers.

Q = service time distribution

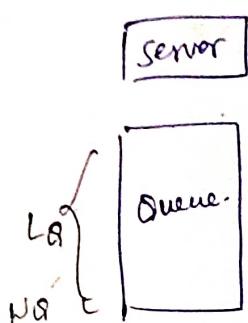
R = no of servers.

X = system capacity (queue discipline) (General discipline / FCFS)

Y = population size (no of customers permitted)

Z = service discipline.

$M_1: M/M/1 : GD/oo/oo$   
 $M_2: M/M/1/oo : GD/oo/oo$   
 $M_3: M/M/1 : GD/N/ (C)N.$



$L_{sys} > L_q$   
 $W_{sys} > W_q$   
 Avg no of customers in a system ( $L_s$ )  
 \* Avg no of customers waiting in a queue ( $L_q$ )  
 \* Avg waiting time of customers in a system ( $W_s$ )  
 \* Avg waiting time of customer in a queue ( $W_q$ )

$$M_1: \phi = \frac{\delta}{\mu}$$

$$L_{sys} = \frac{\phi}{1-\phi} \text{ customers}$$

$$P_n = \frac{\phi^{n+1}}{(1-\phi)^{n+1}} \text{ where } \phi = \frac{\delta}{\mu}$$

$$L_q = \frac{\phi^2}{1-\phi} \text{ customers}$$

$$W_{sys} = \frac{L_{sys}}{\delta} \text{ hours}$$

$$W_q = \frac{L_q}{\delta} \text{ hours}$$

### Problems

Related to Model 1: (Ques 1) Arrival rate of car in the shed is 45 per hour

P1: The number of arrivals of car in the shed is 45 per hour. Service rate is 60 cars per hour. Find the avg no of car in the system, queue, waiting time in system & queue. of having  $n=0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10$

Assuming  $N = \infty$

$$\delta = 45 \text{ cars/hr}$$

$$\mu = 60 \text{ cars/hr}$$

$$\phi = \frac{45}{60} = \frac{9}{12} = 0.75$$

$$L_{sys} = \frac{0.75}{1-0.75} = \frac{0.75}{0.25} = 3 \text{ Cars}$$

$$L_q = \frac{\phi^2}{1-\phi} = \frac{0.75^2}{1-0.75} = \frac{0.5625}{0.25} = 2.25 \text{ Cars}$$

$$W_{sys} = \frac{L_{sys}}{\delta} = \frac{3}{45} = 0.066$$

$$= \frac{L_q}{\delta} = \frac{2.25}{45} = 0.05 \text{ second}$$

= 240 seconds

$$W_q = \frac{L_q}{\delta} = \frac{2.25}{45} = 0.05 \times 60 \times 60 = 180 \text{ seconds}$$

$$P_0 = (1-\phi) \phi^0 = 1-\phi = 0.25$$

$$P_{1S} = (1-\phi) \phi^{15} = (0.25)(0.75)^{15} = 0.00334$$

$$P_{20} = (1-\phi) \phi^{20} = (0.25)(0.75)^{20} = 0.00079$$

Idle time =  $1-\phi$  (having no cars)  
 $= 0.25$

changes happen in the system

Note:-

\* If Idle time is  $< 25\%$  then it is justifiable.

P<sub>s</sub> :- The number of ships anchored for service in a harbour is 8 ships / week. The service rate of the server is 14 ship/ week. find L<sub>s</sub>, L<sub>q</sub>, W<sub>q</sub>, W<sub>s</sub>.

(Assuming N=∞)

$$\delta = 8 \text{ ships/ week}$$

$$\mu = 14 \text{ ships/ week}$$

$$\phi = \frac{\delta}{\mu} = \frac{8}{14} = 0.571$$

$$L_s = \frac{\phi}{1-\phi} = \frac{0.571}{1-0.571} = 11.331 \text{ ships}$$

$$L_q = \frac{\phi^2}{1-\phi} = \frac{(0.571)^2}{1-0.571} = 0.760 \text{ ships}$$

$$W_s = \frac{L_s}{\delta} = \frac{11.331}{8} = 0.1416 \text{ weeks} = 0.1416 \times 7 \text{ days} = 0.166 \times 7 \times 24 \text{ hours} \\ = 0.166 \times 7 \times 24 \times 60 \times 60 = 1,003.968 \text{ seconds}$$

$$W_q = \frac{L_q}{\delta} = \frac{0.760}{8} = 0.095 \text{ weeks} = 0.095 \times 7 \times 24 \times 60 \times 60 \text{ seconds} \\ = 57456$$

$$P_0 = (1-\phi) \phi^0 = 0.429$$

$$P_1 = (1-\phi) \phi^1 = 0.139$$

..... last of .....

~~24% of children are below  
or equal to 11 years old  
of children at toll gate in an~~

problems related to model 2 :-  $\phi = \frac{\lambda}{\mu}$

M/M/1 : GD/N/∞

$N$

$$\Delta_{eff} = \delta(1 - P_N), \quad \phi = \frac{\lambda}{\mu} \quad \frac{\delta}{\mu}$$

$$P_N = \frac{(1-\phi)\phi^n}{(1-\phi^{n+1})}, \quad \phi \neq 1$$

$$= \frac{1}{N+1}, \quad \phi = 1$$

$$L_{sys} = \phi \frac{(1-(N+1)\phi^{N+1} + N\phi^{N+1})}{(1-\phi)(1-\phi^{N+1})}, \quad \phi \neq 1$$

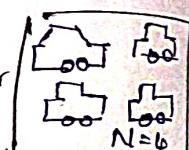
$$= N/2, \quad \phi = 1 \quad \text{customers}$$

$$L_{que} = L_{sys} - \frac{\Delta_{eff}}{\mu} \quad \text{customers}$$

$$W_{sys} = \frac{L_{sys}}{\Delta_{eff}} \text{ hr}, \quad W_{que} = \frac{L_{que}}{\Delta_{eff}} \text{ hr.}$$

problems

Q1: The number of arrivals of cars into a shed is 24 cars per hour. The service rendered is 20 cars per hour. If no of cars are permitted in the system. Find out the avg no of cars present in the system, queuing waiting time in system & queue.



$$\delta = 24 \text{ cars/hr}$$

$$\mu = 20 \text{ cars/hr}$$

Model 2:-  $N = 4$

$$\phi = \frac{\delta}{\mu} = \frac{24}{20} = 1.2$$

$$P_N = \frac{(1-1.2)(1.2)^4}{(1-(1.2)^5)} = 0.278$$

$$\Delta_{eff} = \delta(1-P_N) = 24(1-0.278) = 17.320 \text{ cars/hr}$$

$$L_{sys} = \frac{1.2}{(1-1.2)} \cdot \frac{(1 - 5(1.2)^4 + 4(1.2)^5)}{(1 - (1.2)^5)}$$

$$= 2.36 \text{ cars}$$

Cars

112.0

131.0

$$L_q = L_{sys} - \frac{\delta_{eff}}{\mu} = 2.36 - \frac{17.328}{20} = 1.494 \text{ cars}$$

$$W_{sys} = L_{sys} = \frac{2.36}{17.328} \text{ hr} = 0.136 \text{ hr} \times 3600 = 310.32 \text{ seconds}$$

$$W_q = \frac{1.494}{17.328} \text{ hr} = 0.0862 \text{ hr} = 310.38 \text{ seconds}$$

\* All the  $L_q$ ,  $L_{sys}$ ,  $W_{sys}$  &  $W_q$  values are more to the values of model 1.

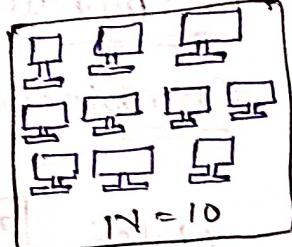
\* In model 2 problem when compared to model 1, there is a decrease in the time spent in the showroom.

P2: If 10 number of desktops are permitted into the showroom. The no of arrivals of desktops is 45 desktops per hour. Service is rendered to 55 desktops in an hour.

Find  $L_{sys}$ ,  $L_q$ ,  $W_{sys}$  &  $W_q$

$$\delta = 45 \text{ desktops/hr}$$

$$\mu = 55 \text{ desktops/hr}$$



Model 2:  $N = 10$

$$\delta_{eff} = \delta(1 - P_N)$$

$$N = 10 \geq 0$$

$$P_{10} = \frac{(1 - 0.818)(0.818)^{10}}{(1 - 0.818^{10})} = \frac{0.0244}{0.8902} = 0.027$$

$$P_{10} = 0.027$$

$$\delta_{eff} = \delta(1 - P_N)$$

$$= 0.027(1 - 0.027)$$

$$= 45(1 - 0.027) = 43.785$$

$$= 43.785 \text{ desktops/hr}$$

$$L_{sys} = \frac{0.818}{(1-0.818)} \times \frac{(1 - 11(0.818)^{10} + 10(0.818)^9)}{(1 - (0.818)^9)}$$

$$= \frac{0.818}{0.182} \times \frac{0.6217}{0.8902}$$

$$= 4.494 \times 0.698$$

$$L_q = 3.137 - \frac{43.785}{55}$$

$$= 2.341 \text{ desktops}$$

$$W_{sys} = \frac{3.138}{43.785} \text{ hours} = 0.071 \times 3600 \text{ sec} = 258 \text{ seconds}$$

$$W_q = \frac{2.341}{43.785} \text{ hours} = 0.053 \times 3600 \text{ seconds} = 190.8 \text{ seconds}$$

$${}^n P_r = \frac{n!}{(n-r)!}$$

Permutation (Arrangement Order)  $\rightarrow$  To find the no. of arrangements.

$$\text{Combinations: } {}^n C_r = \frac{n!}{r!(n-r)!}$$

$$\text{Note: } {}^n C_r = {}^n C_{n-r}$$

Model 3

$$\mu = \frac{M}{N} \text{ or } M/N \text{ or } \frac{\mu}{N}$$

$$\phi = \frac{\mu}{\mu} = \frac{M/N}{N} = \frac{M}{N^2}$$

$$\text{Assumptions: } \delta_n = (N-n)\delta$$

$$= 0 \quad 0 \leq n \leq N$$

$$n > N$$

$$\mu_n = n\mu, \quad 0 \leq n < 1$$

$$= \mu, \quad 1 \leq n \leq N$$

$$= 0, \quad n > N$$

$$S_{eff} = \mu(1-p_0) \text{ customers/hr}$$

$$P_n = {}^N C_n \phi^n P_0, \quad 0 \leq n \leq c$$

$$= {}^N C_n \frac{n! \phi^n}{c! c^{n-c}} \cdot P_0, \quad 0 \leq n \leq N$$

$$P_0 = \left[ \sum_{n=0}^c {}^N C_n \phi^n + \sum_{n=c+1}^N {}^N C_n \frac{n! \phi^n}{c! c^{n-c}} \right]^{-1}$$

$$L_q = N - \left( 1 + \frac{1}{\phi} \right) (1 - p_0) \text{ customers}$$

$$L_s = N - \left( 1 + \frac{1}{\phi} \right) \text{ customers}$$

$$W_s = \frac{L_s}{\text{Service Rate}}$$

$$W_q = \frac{L_q}{\text{Service Rate}}$$

Problems on Model  $\rightarrow$   $N = 4, c = 1$

P: In a factory, incase of breakdown & repair a crew is assigned to 5 machines. Arrival rate is  $\frac{2}{2.5}$  machines per hour. Service rate is  $\frac{1.5}{2.5}$  machines/hour. Find  $L_s, L_q, W_s, W_q$

Sol:- Model  $\rightarrow N = 5, c = 1$

$$\phi = \frac{2}{1.5} = 1.33$$

$$P_0 = \left[ \sum_{n=0}^1 {}^5 C_n (1.33)^n + \sum_{n=2}^5 {}^5 C_n \frac{n! (1.33)^n}{2! 2^{n-1}} \right]^{-1}$$

$$P_0 = {}^5 C_0 (1.33)^0 + {}^5 C_1 (1.33)^1 + {}^5 C_2 \frac{2! (1.33)^2}{1! 1} + {}^5 C_3 \frac{3! (1.33)^3}{2! 2} +$$

$$+ {}^5 C_4 \frac{4! (1.33)^4}{3! 3} + {}^5 C_5 \frac{5! (1.33)^5}{4! 4}$$

$$= [1 + 5(1.33) + [10 \times 2 \times (1.33)^2]]^{-1} = 0.13$$

$$+ [10 \times (1.33)^5]]^{-1} = 0.13$$

$$= [1 + 6.65 + 10 \times 2 \times 10.33]^{-1} = 0.13$$

$$(M \text{ rate}) = 0.00844 \text{ per unit time for one machine}$$

$$\text{Service Rate} = 1.5 (1 - 0.00844) = 1.48734 \text{ machines/hour}$$

$$L_{sys} = \frac{5 - (1 - 0.00844)}{1.33} = 4.2544 \text{ machines}$$

$$L_q = 5 - \left(1 + \frac{1}{1.33}\right)(1 - 0.00844) = 3.262 \text{ machines}$$

$$W_{sys} = \frac{4.254}{1.487} \text{ hr} = 2.860 \text{ hr} \times 3600 =$$

$$W_q = \frac{3.262}{1.487} \text{ hr} = 2.193 \times 3600 = 78,972.4 \text{ seconds}$$

Rough

$$L_{server} = 1 - P_0$$

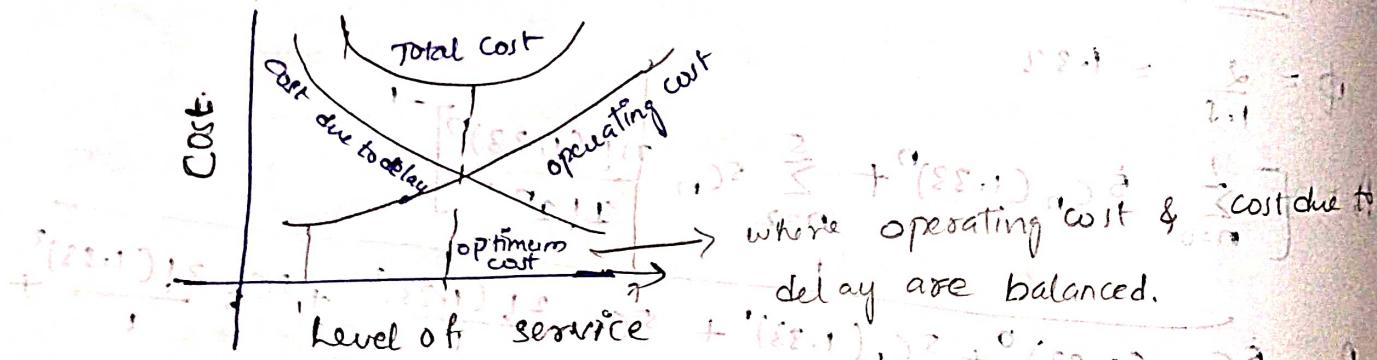
$$L_q = N - (1 - P_0) - \frac{(1 - P_0)}{\phi}$$

$$L_{sys} = N - \frac{(1 - P_0)}{\phi}$$

$$(8) L_{server} = \frac{(1 - P_0)}{\phi} - L_{sys} - L_q$$

\* Always  $L_q < L_{sys}$  &  $W_q < W_{sys}$ .

Queuing Costs :-



→ Expected total cost = Expected operating cost + Expected waiting cost

$$\text{ETC} = EOC + EWIC + C_2 L_{sys}$$

$\alpha$  = mean or service level,  $C_1, C_2$  are costs of operating & delay respectively.

$L_{sys}$  = Avg no of customers waiting in system =  $\frac{1}{\phi}$  (for Mi)

P1: For Keen Co publishing in the process of purchasing a high speed commercial Copier.

Four models are given.

Copier model	operating cost (\$/hr)	speed (sheets/min)
1	15	30
2	20	36
3	24	50
4	27	66

Jobs arrive at Keen Co according to Poisson distribution with a mean of four jobs per 24 hours a day. Job size is random but averages about 10,000 sheets/job. Penalty cost of \$80 jobs per day is specified. Which model to purchase?